



POSITION VACANCY

Cass County Friend of the Court

Law & Courts Building

FRIEND OF THE COURT RECEPTIONIST/CASHIER

Starting Annual Wage: \$30,831

NOTE:

This is an informational posting only. If you are interested in this position, please send your cover letter and resume' and completed county application to: Carol Bealor, Director, Cass County Friend of the Court, via email: carolb@cassco.org. Drug test and background check required. EOE.

Posted for Union and Public: September 27, 2019

CASS COUNTY COURTS
EMPLOYMENT OPPORTUNITY

Friend of the Court Receptionist/Cashier – Under the direct supervision of the Financial Case Management (FCM) Supervisor and as part of the FCM team, performs a variety of general caseworker functions including clerical, cashier and receptionist duties, following established office procedures. Manages/directs phone and walk-in traffic to appropriate Friend of the Court personnel. Additionally, acts as cashier for support payments and the file manager for all Friend of the Court files. Updates the Michigan Child Support Enforcement System (MICSES) with address and other changes from clients visiting our office or calling in. Possesses strong organizational skills for managing office informational brochures and/or forms available to the public in our lobby or by mail. Performs other duties and responsibilities as assigned. High school diploma with supplemental training in records management, secretarial science or a related field required. Starting annual wage \$30,831. Please send your cover letter, resume' and completed county application to Carol Bealor, Director, Cass County Friend of the Court, via email: carolb@cassco.org. Cass County has a drug testing policy and an offer of employment will not be extended to any candidate who fails the drug test. EOE.

Employment application can be obtained at: <https://casscourtsmi.org/wp-content/uploads/2019/09/Employment-Application.pdf>

**CASS COUNTY COURTS'
JOB DESCRIPTION**

**FRIEND OF THE COURT RECEPTIONIST/CASHIER
(CASEWORKER LEVEL I)**

Union position

Supervised by: Financial Case Management Supervisor (fka "Accounting Supervisor")

Supervises: None

All Court employees are subject to the Chief Judge Rule, MCR 8.110, including MCR 8.110 (C)(3)(d) which gives the Chief Judge authority and responsibility to supervise the performance of all court personnel, with authority to hire, discipline, or discharge such personnel, with the exception of a judge's secretary and law clerk, if any.

Position Summary

Under the direct supervision of the Financial Case Management (FCM) Supervisor and as part of the FCM team, performs a variety of general caseworker functions including clerical, cashier and receptionist duties, following established office procedures. Manages/directs phone and walk-in traffic to appropriate Friend of the Court personnel. Additionally, acts as cashier for support payments and the file manager for all Friend of the Court files.

Updates the Michigan Child Support Enforcement System (MICSES) with address and other changes from clients visiting our office or calling in. Possesses strong organizational skills for managing office informational brochures and/or forms available to the public in our lobby or by mail. Performs other duties and responsibilities as assigned.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Trained on and timely become proficient in navigating and utilizing MICSES (Michigan Child Support Enforcement System) to perform a variety of complex Friend of the Court case management functions.
2. Compliant with all Title IV-D requirements for IV-D workers.
3. Trained on and timely become proficient in navigating and utilizing OnBase EDI System including uploading and indexing functions and timely processing of documents in assigned OnBase queues.
4. Experience with and ability to utilize the Court's information system (Judicial Information Systems [JIS]) to perform job related functions is desired and in the absence of such experience the willingness and ability to gain the necessary knowledge is required.
5. Engage in regular training to maintain current knowledge related to all job functions as well as to develop additional knowledge necessary to carry out job functions including proficiency in

navigating Learning Management System (LMS) provided online by the Michigan Office of Child Support.

6. Assists with processing of returned mail according to office processes and procedures.
7. Trained on and proficient in the use of a multi-line phone system (currently the ShoreTel phone system).
8. Turns on and off the hallway monitors, which provide JIS case information and general information for the public and reports any problems to the IT help desk.
9. Responsible for posting office closings and updating the voicemail greeting on our phone system when the office is closed.
10. Act as primary uploader of incoming Friend of the Court Documents (including mail, documents received via fax, documents dropped off in our lobby, emails, etc.) into the OnBase EDI System according to established office protocols, which includes receipt, uploading, and indexing.
11. Maintains paper, copier and fax toner supplies.
12. Maintains organization in the supply room.
13. Greet the public utilizing and demonstrating excellent customer service skills; receive and direct telephone calls and walk-ins to the appropriate staff or department; respond to general inquiries and information requests, as needed.
14. Updates the Michigan Child Support Enforcement System (MICSES) with address and other changes from clients visiting our office or calling in.
15. Receives payments made at the front desk. Receipting and cashing out on a daily basis to the Financial Caseworker.
16. Enters payments received in the mail and gives to Financial Caseworker to mail to the MISDU using a password-protected spreadsheet for internal auditing compliance as recommended by SCAO.
17. Familiar and able to utilize the GovPay Net system to process credit card payments for clients.
18. Maintains and organizes all forms at the front desk and lobby for case members. Maintains an informational bulletin board in the lobby for customer use.
19. Performs a variety of general clerical duties such as typing or assisting in special projects as directed by the Supervisor or Friend of the Court Director.
20. Greets litigants on hearing days and has them complete paperwork as needed. Makes a copy of litigants' driver's licenses for enforcement records as needed. Directs attorneys and updates the Attorney Referee on all arrivals on hearing days.
21. Collects copy and DVD fees at the front desk. Cashing out to the Financial Caseworker on a daily basis, for deposit with the County of Cass Treasurer's Office.
22. Informs enforcement team when contempt or bond payments are made.

23. Receives certified mail and delivers it to the Management Team for distribution in the building.
24. Prints and mails out child support printouts according to office policies and procedures.
25. Timely input detailed case notes into MICSES for all actions taken as directed by policy.
26. As directed, provides back-up services to other Friend of the Court personnel.
27. Performs other duties and responsibilities as assigned.

Required Knowledge, Skills, Abilities and minimum qualifications:

The requirements listed below are representative of the knowledge, skills abilities and minimum qualifications necessary to perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. High school diploma with supplemental training in records management, secretarial science or a related field required. Bachelor's degree in sociology, psychology, accounting, business administration, social work, criminal justice or education that qualifies the person to handle the duties of this position preferred.
2. Two years or more of demonstrated experience preferred in family/domestic relations law, a human service or behavioral science field, or administration, preferably in a Friend of the Court office, Court, or closely related setting.
3. Demonstrated knowledge and skill in investigative and interviewing techniques preferred including the ability to effectively obtain case related information from and about parties, employers, and others.
4. Knowledge of general accounting procedures and in the absence of such knowledge a desire, willingness and ability to timely obtain such knowledge.
5. Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity.
6. Demonstrated ability to communicate effectively, verbally and in writing, and the ability to pay attention to detail including the ability to detect errors, determine causes, and make corrections as appropriate.
7. Working knowledge of the State of Michigan court system, procedures, court rules and statutes, specifically related to Friend of the Court and Circuit/Family/Probate Courts and in the absence of such knowledge a desire, willingness and ability to timely obtain such knowledge.
8. Working knowledge of State of Michigan child support regulations and procedures, including the Michigan Child Support Formula, as well as knowledge of how child support is calculated and in the absence of such knowledge a desire, willingness and ability to timely obtain such knowledge.
9. Ability to consistently demonstrate sound ethics and judgment.
10. Demonstrated ability to maintain professional integrity and respect for colleagues, co-workers, parties, attorneys, and the general public and the ability to effectively meet with and interact with the general public.

11. Ability to maintain office confidentiality and handle stressful situations.
12. Skill in prioritizing and completing work assignments.
13. Knowledge of legal terminology, format and standard legal instruments and in the absence of such knowledge a desire, willingness and ability to timely obtain such knowledge.
14. Skills in mediation and the ability to handle hostile individuals and in the absence of such skills a desire, willingness and ability to timely obtain such skills.
15. Ability to be impartial and make timely decisions.
16. Ability to type accurately and quickly.
17. Proficiency in English grammar, spelling, punctuation, and simple mathematical functions, such as addition, subtraction, multiplication, and division.
18. Ability to maintain accurate and organized records.
19. Ability to use resources effectively and efficiently.
20. Working knowledge of and ability to use modern office equipment such as computers, telephones, fax machines, scanners, calculators, and computer software, including word processing, spreadsheet, database, financial, and email/world wide web. Proficiency with the use of Microsoft Office tools including Outlook, Word, Excel, and basic skill in PowerPoint is desired.
21. Ability to use recording, photographic, audio and video equipment.
22. Able to and willingly engage in positive customer service.
23. Able to and willingly comply with all Court and Friend of the Court policies and model the same for co-workers.
24. All Court employees are expected to and shall comply with the Model Code of Conduct for Michigan Trial Court Employees.
25. Court employees, like county employees, are expected to possess and maintain a record of orderly, law-abiding citizenship, sobriety, integrity and loyalty as it pertains to and reflects upon their employment with the County.
26. Court employees, like county employees, must be physically and mentally able to perform the essential duties of their position without excessive absences.
27. All persons filling Court positions, like county positions, are required to have an ability to read, write, speak and understand the English language as necessary for the position, including the ability to follow written and oral instructions.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk or hear. The employee is often required to walk, sit or use hands to finger, handle or feel objects, tools or controls. The employee is often required to stand and sit for extended periods of time. The employee is required to manage stress, be it from dealing with people under duress, from the confrontation and negotiation components of the adversarial process or from the demands of decision making. The employee must occasionally lift and/or move light to moderate objects. The noise level in the work environment is typical of a busy office, ranging from quiet to moderate.

APPLICATION FOR EMPLOYMENT

The COUNTY OF CASS is an equal opportunity employer and shall consider all qualified applicants for all positions without regard to race, color, sex, religion, national origin, age, height, weight, marital status, veteran status, handicap, or any other protected category.

YOU MUST ANSWER ALL QUESTIONS COMPLETELY. FAILURE TO DO SO WILL RESULT IN REJECTION OF YOUR APPLICATION AND YOU WILL NOT BE CONSIDERED FOR EMPLOYMENT. OR, IF NOT DISCOVERED UNTIL A LATER DATE, MAY RESULT IN DISCIPLINE OR DISCHARGE FROM EMPLOYMENT.

Position(s) Applied for: _____

Name _____
Last First Middle

Address _____
Street City State Zip Code

Telephone _____ E-mail _____

Driver's License No. _____

Are you a relative by birth or marriage to any County of Cass elected official or full-time management employee?

Yes ☐ No ☐ If yes: _____
Name Relationship

Are you under 18 years of age? (If yes, attach work permit) Yes ☐ No ☐
Are you currently working? Yes ☐ No ☐
Are you on lay-off? Yes ☐ No ☐
If yes, are you subject to recall? Yes ☐ No ☐
Are you available to work: Full Time ☐ Part Time ☐ Shift Work ☐ Temporary ☐
Will you submit to a drug screening test? Yes ☐ No ☐
Have you ever been employed by the County of Cass? Yes ☐ No ☐

If Yes: _____
Position Department Dates

Are you prevented from lawfully becoming employed in this country because of Visa or Immigration status? (Proof of citizenship or immigration status may be requested upon employment) Yes ☐ No ☐
Have you ever been fired? Yes ☐ No ☐

If Yes, give date, where you worked and explanation: _____

Have you ever been convicted of a felony or misdemeanor? Yes ☐ No ☐

If Yes, completely describe including location and date: _____

NOTE: A conviction record will not necessarily be a bar to employment. Factors such as age, time of offense, seriousness and nature of violation, and rehabilitation will be considered.

Are you capable of performing with or without reasonable accommodation (special assistance, equipment or other help), the activities involved in the job or occupation for which you have applied? (See attached job description) Yes ☐ No ☐

Describe how you would perform the job functions involved in the job or occupation for which you have applied.

	High School	Vocational/ Technical	College	Graduate
School Name City/State				
Did you graduate? (if not, number of credit hours completed)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Degree/Certificate				
Major/Minor				

Describe any specialized training, apprenticeships, internships, skills, licenses, certificates, and extra-curricular activities that pertain to the position(s) for which you are applying.

List professional, trade, business group memberships and officers held and volunteer work excluding groups the name and character of which indicate race, color, sex, religion, national origin, age, height, weight, marital status, veteran status, handicap, or any other protected class:

REFERENCES

(Do not include relatives or former employers)

Name	Address	Telephone
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MILITARY SERVICE RECORD

Have you had any experience in the Armed Forces of the United States of America or in a State National Guard?

Yes ☐ No ☐

If Yes, what branch? _____ Rank at discharge _____

Date of discharge _____ Were you honorably discharged? Yes ☐ No ☐

NOTE: A dishonorable discharge from the military will not necessarily be a bar to employment.

EMPLOYMENT HISTORY

List each job held. Start with your present or last job first.

Employer	Dates		Work Performed	
	From	To		
Address & Telephone				
Job Title	Hourly Rate/Salary			
	Start	Final		
Supervisor				
Reason(s) for Leaving				

Employer	Dates		Work Performed	
	From	To		
Address & Telephone				
Job Title	Hourly Rate/Salary			
	Start	Final		
Supervisor				
Reason(s) for Leaving				

Employer	Dates		Work Performed	
	From	To		
Address & Telephone				
Job Title	Hourly Rate/Salary			
	Start	Final		
Supervisor				
Reason(s) for Leaving				

Employer	Dates		Work Performed	
	From	To		
Address & Telephone				
Job Title	Hourly Rate/Salary			
	Start	Final		
Supervisor				
Reason(s) for Leaving				

AGREEMENT AND UNDERSTANDING

1. I certify that the information in this application is true, complete and correct to the best of my knowledge and understand that falsification, misleading, misrepresentation or omission of any information submitted in connection with my application or interview, whether in this document or not, may result in rejection of my application or, if hired, in dismissal.

Signature _____

Date _____

2. I waive written notice from my current employer and from any of my former employers regarding the disclosure of disciplinary reports, letters of reprimand, or other notices of disciplinary action contained in my personnel records (even if more than four years old). This waiver is made pursuant to the Bullard-Plawecki Employee Right-to Know Act.

Signature _____

Date _____

3. I authorize the references and current and former employers listed in this application to give you any and all information concerning my current and previous employment and any pertinent information they may have (even if more than four years old) and release all parties from any liability for any damages that may result from furnishing same to you.

Signature _____

Date _____

4. I authorize the County of Cass to release any information (even if more than four years old) relating in any way to my employment including disciplinary reports, letters of reprimand or other notices of disciplinary action when such information is requested by any prospective or subsequent employers without any obligation (by them or you) to give me any notice of such disclosure.

Signature _____

Date _____

5. I understand that any employment offer is conditional upon the results of the drug screening test and the post offer pre-employment medical examination.

Signature _____

Date _____

6. I have read the attached job description. If employed, I understand that if I am or become handicapped in need of accommodations for employment, I must notify the County Administrator in writing within 182 days after the need is known or reasonably should have been known to me. Failure to properly notify the County will preclude any claim that the employer failed to accommodate the handicapper.

Signature _____

Date _____

APPLICANTS FOR UNION POSITIONS READ AND SIGN PARAGRAPH 7(B). DO NOT SIGN PARAGRAPH 7(A).

APPLICANTS FOR NON-UNION POSITIONS READ AND SIGN PARAGRAPH 7(A). DO NOT SIGN PARAGRAPH 7(B).

- 7(A). In consideration of my employment, I agree to conform to the rules and regulations of the County of Cass, as they may be amended or changed from time to time, and I agree that my employment and compensation can be terminated with or without cause and with or without notice at any time at the option of either the County or myself. I understand that no officer or representative of the County has the authority to enter into an agreement for employment for any specific period of time, or to make any agreement contrary to the foregoing, except the Board of Commissioners of the County and any such agreement must be made in writing, directed to me personally. I further acknowledge that no one has made any representations or statements to the contrary to the County's employment at-will policy or about the County's economic outlook or stability to me, either oral or in writing, and I acknowledge and understand that no one has the authority to make such representations or statements to the contrary in the future.

Signature _____

Date _____

- 7(B). In consideration of my employment, I agree to the rules and regulations of the County of Cass. I further acknowledge I will be on probationary status for a minimum of 90 days or 1 year (Sheriff's Department) from my date of hire. As a probationary employee, I understand my employment and compensation can be terminated at any time with or without cause and with or without notice at the option of either the County or myself. I understand that no officer or representative of the County has the authority to enter into an agreement for employment for any specific period of time, or to make any agreement contrary to the foregoing, except the Board of Commissioners of the County and any such agreement must be made in a signed writing directed to me personally.

I further understand that after my probationary period ends, I will be subject to the terms and conditions of the collective bargaining agreement. I acknowledge that no one has made any representations or statements contrary to the County's probationary at-will policy to me or about the County's economic outlook or stability either orally or in writing, and I acknowledge that no one has the authority to make such representations or statements to the contrary in the future.

Signature _____

Date _____

8. I agree that any lawsuit against the County arising out of my employment or termination of employment, including but not limited to, claims arising under the State or Federal Civil Rights statutes, must be filed within one year of the event giving rise to the claims or be forever barred. I waive any limitations period to the contrary.

Signature _____

Date _____

I HAVE READ, UNDERSTAND AND AGREE TO THE TERMS OF EACH OF THE ABOVE NINE (8) INDIVIDUAL STATEMENTS, AS INDICATED ABOVE.

SIGNATURE _____

DATE _____

WARNING!

This page must be attached, even if you decline to furnish the requested information, in order for your application to be considered.

CASS COUNTY VOLUNTARY APPLICANT STATISTICAL INFORMATION SURVEY

The disclosure of the following information is voluntary to meet requirements for federal government reporting and research purposes. In responding, applicants will note that the data will be used for these purposes only. The County of Cass is an equal opportunity employer and shall consider all qualified applicants for all positions without regard to race, color, sex, religion, national origin, age, height, weight, marital status, veteran status, handicap, or any other protected category.

Should you choose to provide the information below it would be removed from the application, kept confidential as required by law and the Americans with Disabilities Act. Failure to disclose the data will have no effect on hiring decisions.

Position for Which You Are Applying ▶					
First Name		Middle Name		Last Name	
				Social Security Number	
				Date of Birth	
Address (Number, Street)		Apt.	City	State	Zip Code
What is the Highest Level of Education You Have Attended?			Are you currently employed?		
<input type="checkbox"/> 0-12 years (not a graduate) - 01			<input type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> High School graduate or GED - 02					
<input type="checkbox"/> Vocational/Business School - 03					
<input type="checkbox"/> College, But not a graduate - 04					
<input type="checkbox"/> Bachelor's Degree - 05					
<input type="checkbox"/> Master's Degree - 06					
<input type="checkbox"/> PhD, M.D., J.D., or other professional degree - 07					
			Are you applying for:		
			<input type="checkbox"/> Part-time <input type="checkbox"/> Regular employment		
			<input type="checkbox"/> Full-time <input type="checkbox"/> Limited term employment		
How did you first learn about this job? Please check one.					
<input type="checkbox"/> Michigan Works!			<input type="checkbox"/> Radio Name: _____		
<input type="checkbox"/> Other Community Based Organization Name: _____			<input type="checkbox"/> Television Name: _____		
<input type="checkbox"/> Magazine/Journal Name: _____			<input type="checkbox"/> Newspaper Name: _____		
<input type="checkbox"/> Friend/Relative Name: _____			<input type="checkbox"/> Military Job Placement Service Name: _____		
<input type="checkbox"/> College/University Bulletin Board Name: _____			<input type="checkbox"/> Referred by Current Employee Name: _____		
<input type="checkbox"/> School/Job Counselor Name: _____			<input type="checkbox"/> Internet Name: _____		
Sex: <input type="checkbox"/> Female <input type="checkbox"/> Male					
Ethnic Group:					
<input type="checkbox"/> African American - (Not of Hispanic origin) All persons having origins in any of the black racial groups of Africa.					
<input type="checkbox"/> Asian or Pacific Islander - All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.					
<input type="checkbox"/> Native American or Alaskan Native - All persons having origins in any of the original peoples of North America and who maintain cultural identification through tribal association or community recognition.					
<input type="checkbox"/> Hispanic - All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.					
<input type="checkbox"/> White - (Not of Hispanic origin) All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.					
<input type="checkbox"/> Disabled - (Physical or mental impairment that substantially limits a major life activity such as hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning, thinking or working; has a record of such an impairment; or is regarded as having such an impairment.)					

ACKNOWLEDGMENT

Please read carefully before signing

I acknowledge and agree that all statements made herein are subject to investigation and confirmation by the County and that the information I have supplied is correct to the best of my knowledge. I understand that any deliberate falsifications, misrepresentations, or omissions of fact may preclude any offer of employment or may result in a withdrawal of an employment offer, or may result in discharge from employment if I am already employed at the time the misrepresentation or omission is discovered.

I hereby authorize and release from liability any former employer, educational institution, or other person or institution to questions pertaining to information in this application, and to release the details of my work, skills, or actions in any transaction and to provide documentary evidence thereof to the County. Further, I release the County from liability that might result from an investigation.

I understand that the use of this application does not indicate there are positions available, nor does it imply or create an employment contract. I understand that the only employment contracts are those specifically authorized by County management which have been reduced to writing and have been executed by both the employee and an authorized representative of the County. Accordingly, I understand that no employment contract, either expressed or implied, for any period, is created hereby should the County hire me.

If hired, I understand that my employment is at-will (just cause for union employees), and can be terminated at any time, with or without notice, for any reason at the option of either the County or me. Should the County hire me, I agree to observe all the County's policies, practices and procedures currently in existence and new and revised ones, which may be issued in the future.

Signature

Date